

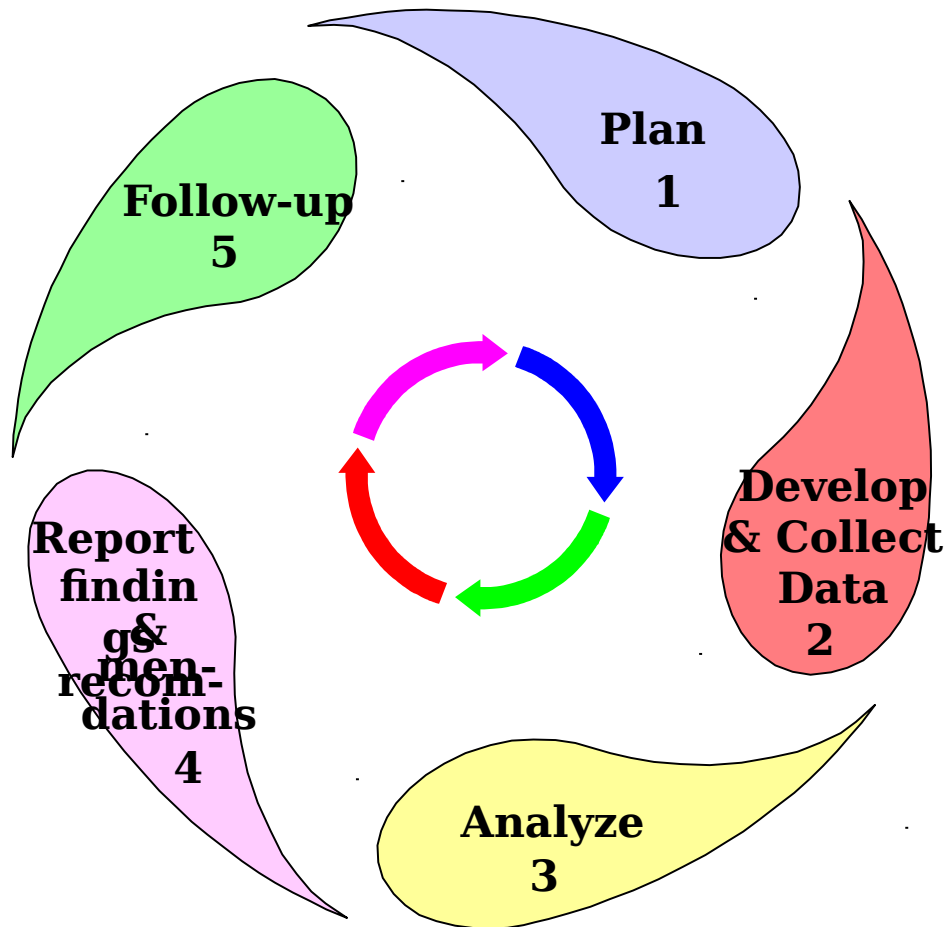


# **TRADOC Quality Assurance Program External Evaluation**

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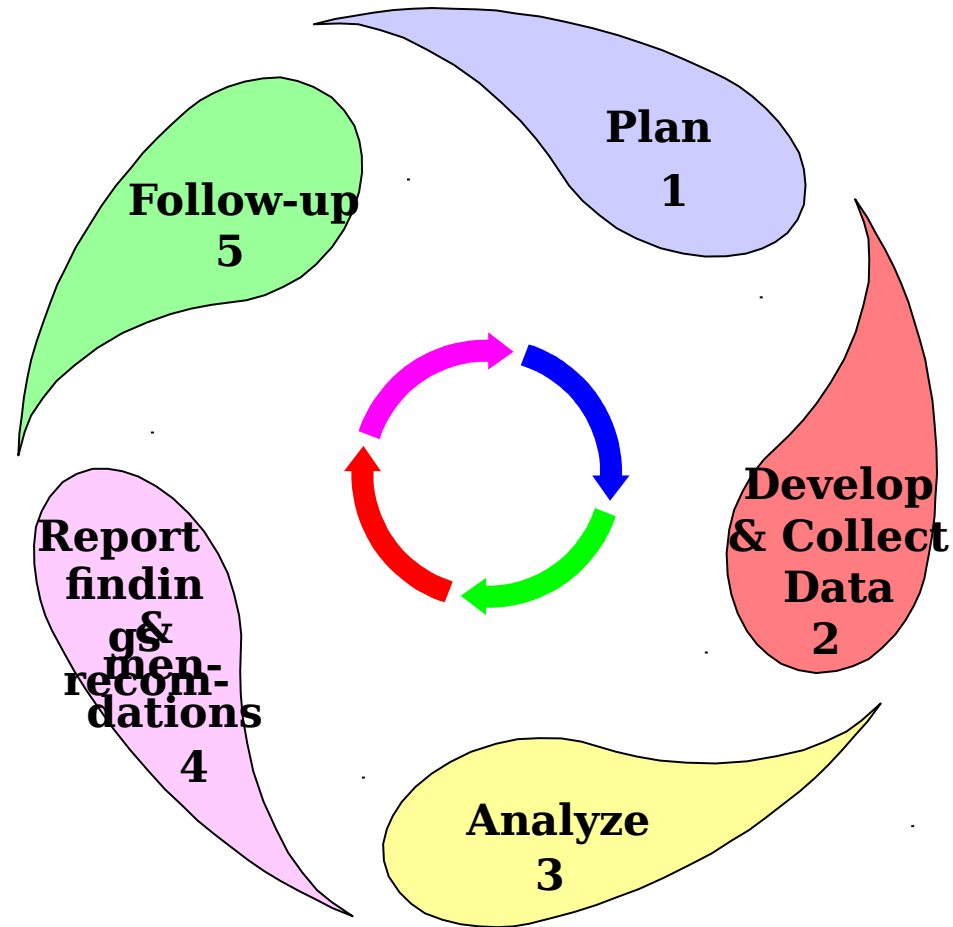
# External Evaluation Process



# External Evaluation Data Sources

- CALL
- CTC Rotation Feedback
- Lessons Learned Collectors
- **Surveys**
- TD/CD/DD Developers Feedback
- Conferences/seminars
- Field Visits
- Unit Feedback
- Accident Reports
- Unsolicited feedback
- Internal evaluation results

# Survey Process



# Survey Operational Concept

- Survey all courses over three-year cycle
- Use team concept (QA/TD/T collaborate)
- Consider characteristics of survey population
  - Number of graduates
  - Where assigned
  - How to reach supervisors
- Identify survey marketing requirements

# Survey Planning

**Plan  
1**

- Develop MEP (Master Evaluation Plan)
  - Schedule surveys over a three-year cycle or when course is revised ( $\geq 30\%$ )
  - Coordinate proposed schedule within the school
  - Obtain approval of the coordinated schedule
  - Include the schedule in Master Evaluation Plan (MEP)
  - Obtain commandant approval of the MEP
  - Include the MEP data as part of the Proponent Training Development Plan
- Submit approved MEP to TRADOC QAO by 1 September
- Plan survey for a specific course. Determine ---
  - who gets survey results
  - what is target population size
  - what level of reliability is needed
  - What size sample is needed for desired reliability
  - what additional questions to add to survey
  - how long to field survey
- Develop External Evaluation Project Management Plan

# Developing and Collecting Data



**Develop  
& Collect  
Data**

- Develop survey
  - Obtain list of AKO email addresses for course graduates
  - Coordinate specific requirements for survey questions with ARI
  - Obtain Excel files (easiest to input) for approved –
    - o Course subject areas/subject area descriptions
    - o List of task titles (grouped by subject area)
    - o Additional questions
  - Assemble the survey using the AUTOGEN program
  - Generate survey in all the formats selected (e.g., email, web)
  - Have SME review and revise survey accordingly
- Field the survey.
  - Post survey on the ARI server
  - Send emails requesting responders to take survey (via ARI/proponent school server)
  - Set up computers station at in-processing for LD courses
- Verify survey is available
- Track survey response rates
- Send a periodic reminder email to survey sample

# Analyzing Survey Results

Analyze

- Verify that the data being gathered is made up of "g cases"
- Determine if sample size is large enough to provide reliable data
- Compile survey results
  - Select and run required preset AUTOGEN reports
  - Design and run customized reports.
  - Determine if needed reports exceed the capabilities of AUTOGEN
  - Extract data from AUTOGEN database to perform additional analysis
- Analyze data with SME and course manager input
  - Identify deficiencies found
  - Determine causes and develop solutions
  - Identify positive indicators, supporting factors, and responsible organizations
- Compare results to of this survey with other sources to identify trends



# Report Finding and Recommendations

- Report findings to QAC/QAE director
  - Identify trends, positive indicators, supporting factors, and responsible organizations
  - Report course deficiencies and recommend specific solutions that include responsible organization
  - Identify trends that extend across courses, to include positive indicators that should be promulgated as well as deficiencies and recommended solutions
- Collaborate on a solution set with DOTD and other stakeholders
- Brief the commander/commandant on agreed upon solution set

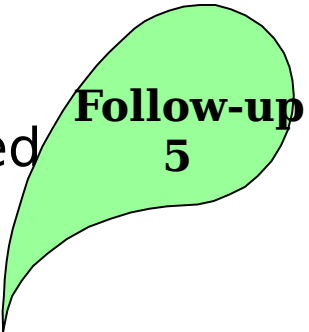


Report findings & recommendations

# Follow Up

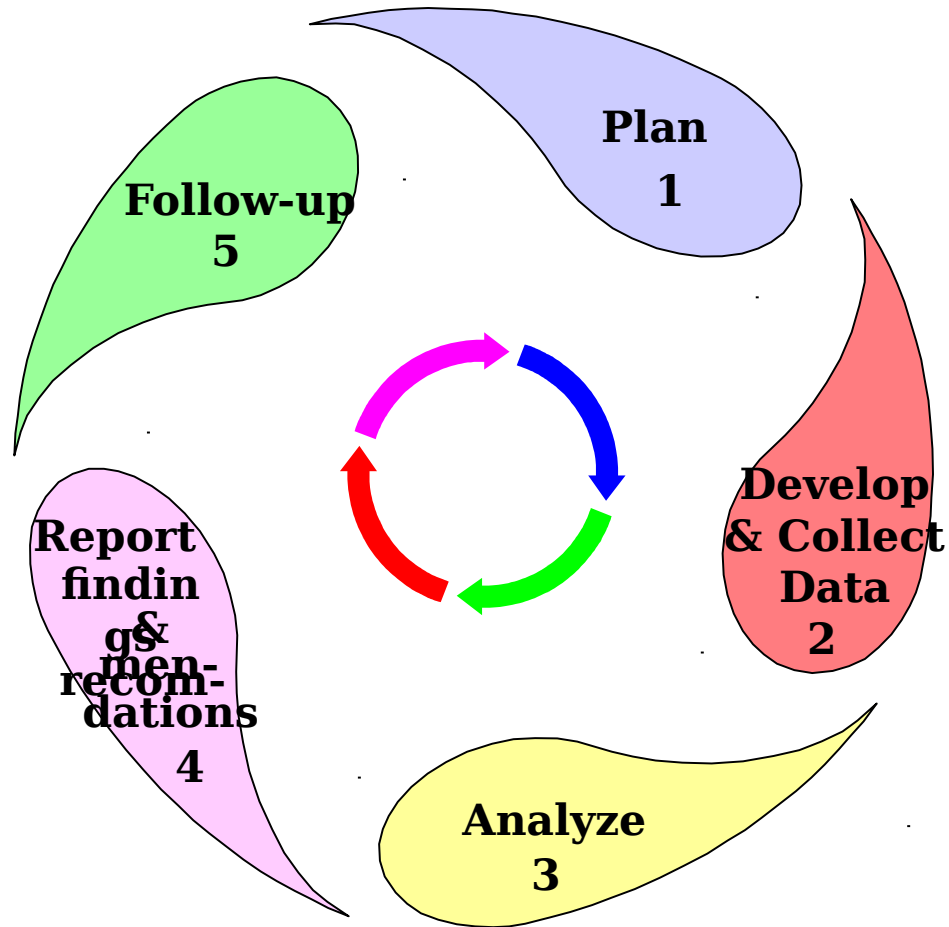
Identify ---

- Which approved solutions have been implemented
- Which solutions have not been implemented
- What is the timeline for implementing remaining solutions
- If there are any changes in who is responsible for implementing solutions
- What issues are inhibiting implementation of approved solutions
- What actions QAO/QAE can take to facilitate implementation



**Follow-up  
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# Summary



# Questions